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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Victor Foia and James Watson Examiner: Unassigned
Serial No: 09/784,858 Art Unit: Unassigned
Filed: February 16, 2001 Docket: 13424
For: METHOD FOR PRODUCT SUPPORT SERVICES Dated: April 18, 2001

Assistant Commissioner for Patents
United States Patent and Trademark Office
Washington, D.C. 20231

CORRECTED APPLICATION PAPERS

Sir:

Enclosed is a substitute specification with appropriate margins in compliance with 37 CFR 1.52.

Any additional charges required in connection with this submission may be charged to Deposit Account No. 19-1013/SSMP. A duplicate copy of this sheet is enclosed.

CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8(a)

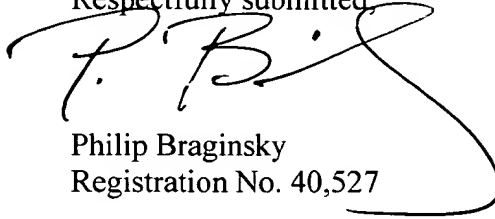
I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on April 18, 2001.

Dated: April 18, 2001


Michelle Mustafa

A copy of the Notice to File Corrected Application Papers dated March 22, 2001 is enclosed as required.

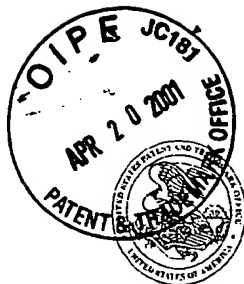
Respectfully submitted,

A handwritten signature in black ink, appearing to read 'P. Braginsky', with a long horizontal flourish extending to the right.

Philip Braginsky
Registration No. 40,527

Scully, Scott, Murphy & Presser
400 Garden City Plaza
Garden City, New York 11530

PB:dra



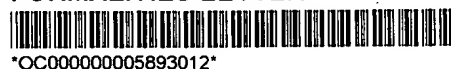
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/784,858	02/16/2001	Victor T. Foia	13424

CONFIRMATION NO. 3871

FORMALITIES LETTER



OC000000005893012

Paul J. Esatto, Jr.
Scully, Scott, Murphy & Presser
400 Garden City Plaza
Garden City, NY 11530

Date Mailed: 03/22/2001

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given TWO MONTHS from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- A substitute specification in compliance with 37 CFR 1.52 because:
 - Papers contain improper margins. *Each sheet must have a left margin of at least 2.5 cm (1") and top, bottom and right margins of at least 2.0 cm (3/4")*

*A copy of this notice **MUST** be returned with the reply.*

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Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE